



STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

RESIDENTIAL PROGRAM MONITOR
MONTHLY SITE VISIT (CONTACT) LOG

PROGRAM NAME:	<u>Thompson Academy</u>	MONTH:	<u>Jan.</u>	YEAR:	<u>2004</u>
PROVIDER'S NAME:	<u>Youth Services International</u>	CONTRACT NUMBER:	<u>06H01</u>		
MONITOR'S NAME:	<u>Jerry L. Blanton</u>				

Key Codes: Issues Assessed During The Site Visit By DJJ Program Monitor:

Visit Type:	Topic(s) Covered/Reviewed:	
	(Substantive Areas)	(Ancillary Issues)
A. Administrative Review	1. Admission/Orientation	14. Data Integrity Review
B. Meeting	2. Case Management	15. Inventory
C. Monitoring	3. Discipline/Behavior Management	16. Log Review
D. Program Review	4. Education	17. Staff Interview
E. Verification Monitoring	5. Food Service	18. Resident Interview
F. Walkthrough	6. Living Environment	19. Technical Assistance
G. Pre-/Post- Op.	7. Management/Administration	20. Transfer Staffing
H. Quality Assurance Related	8. Medical	21. Other
I. Other	9. Mental Health & Substance Abuse	
	10. Personnel/Training	
"AV" = "Announced Visit"	11. Physical Plant	
"U" = "Unannounced Visit"	12. Recreation/Leisure	
	13. Safety/Security	

Purpose of Visit:

U	AV	Day	Type	Topic	Narrative: (For more detailed information, see formal documentation.) ("Bold" critical issues/concerns.)
X		8	I	5,19	I had a scheduled meeting at S. Pines and decided to visit T. Academy since both programs are on the same grounds. Program Admin. (Jasir Diab) and I had a discussion on meals coming from the school and meals delivered by the new caterer. It was suggested that a meeting be held with school board members for purposes of ensuring that all meals coming from the school board meet with DJJ program requirements. No date has been set.
	X	9	G	21	Received the pre-op CAP from facility. There are areas that are still deficient i.e. yet to receive sub--contracts information, security and mental health. Staffing is a major issue.
	X	13	I	19, 20	An escapee was returned to the facility (M.A.). It was quite confusing since the sending Detention Center had erred and provided misinformation to the Broward court. I advised T. Academy on how to handle this situation, making the necessary calls in coordinating a transfer staffing. Staffing was held on 1/15/04.
	X	15	I	20	Transfer staffing held for M.A.
	X	20	I	19, 22	Reviewed with the Asst. Director, the B-list reporting requirements as well as how to do a regional management review. Mr. Hite (Asst. Dir.) wanted to make sure that he was

					doing the review correctly.
	X	20	B	22	T. Academy, S. Pines and I had a meeting with BSO at their office to revisit the guidelines previously agreed upon. The guidelines refer to issues such as who from each facility may call BSO for assistance, what type of incidents should and should not be called in etc. I will submit a copy of this document as soon as it is finalized.
X		21	F	17 & 18	Unscheduled interviews/discussions with residents, staff and teachers re: staffing (incident in school), food (school and caterer meals).
X		27	F	18	Monitoring at S. Pines. Decided to walk through at T. Academy. Residents advised me that food was still an issue. Spoke to Jasir about this. I'm still waiting for the correction/resolve. Discussed my concerns regarding T. Academy staffing. Had conversation with Mr. Hite re: two management reviews.
X		30, 31	F	17 & 18 & 16 & 22	Spent quite a bit of time at T. Academy over a period of 24 hours. Program has staffing problems, maintenance problems, activity scheduling problems, resident behavior management issues, supervisory issues, no training (PAR), no job descriptions, no employee handbook (per staff comments), resident mail issues, ants/roach problem, limited recreation equipment. Regional staff meeting scheduled for 2/3/04 at 1:30pm. to discuss the above.

cc: Chief Program Support & Contract File



STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

RESIDENTIAL PROGRAM MONITOR
SITE VISIT WORKSHEET

PROGRAM NAME: <u>Thompson Academy</u>	DATE & TIME: <u>February-2004</u>
PROVIDER'S NAME: <u>Youth Services International</u>	CONTRACT NUMBER: <u>06H01</u>
POPULATION CAP: <u>112 (80)</u>	CURRENT COUNT: <u>79</u>
STAFFING FTEs: <u>69.5</u>	STAFF VACANCIES: <u>11.5</u>
STAFF-TO-CLIENT RATIO MET? YES: <u>X</u>	NO: <u> </u>

ISSUES ASSESSED DURING THE SITE VISIT BY DJJ PROGRAM MONITOR:

- | | | | |
|-----------------------------------|-----------|--------------------------------------|-----------|
| 1. SAFETY/SECURITY | <u>X</u> | 7. EDUCATION | <u> </u> |
| 2. PHYSICAL PLANT | <u>X</u> | 8. FOOD SERVICE | <u>X</u> |
| 3. LIVING ENVIRONMENT | <u> </u> | 9. MEDICAL | <u> </u> |
| 4. CASE MANAGEMENT | <u>X</u> | 10. *MENTAL HEALTH & SUBSTANCE ABUSE | <u> </u> |
| 5. ADMISSION/ORIENTATION | <u> </u> | 11. PERSONNEL/TRAINING | <u>X</u> |
| 6. DISCIPLINE/BEHAVIOR MANAGEMENT | <u>X</u> | 12. RECREATION/LEISURE | <u> </u> |

*May also include a review of areas outlined in the Technical Assistance Guide, entitled "Monitoring/Reviewing Specialized Treatment Services in DJJ Residential & Correctional Facilities" dated April 30, 2002.

FINDINGS:

Pre-op

Safety/Security: refer to Feldman report. Facility had an escape.

Mental Health & Substance Abuse: refer to Popelka report

See attached Regional Site Visit Report-Feb. 04 for the following:

Discipline/Behavior Management: No formal training for line staff as of yet. ? How did residents gain their levels?

Personnel/Training: Staffing and training issues.

Food Service: School breakfast and lunch problem. Not enough food, including new caterer.

Physical Plant: No maintenance person on site.

DJJ Program Monitor's Name: Jerry Blanton

DJJ Program Monitor's Supervisor: Dennis Yeskey

Date: 3/7/04

Phone Number: 561 616-1569

Region: South

cc: Regional Program Monitoring & Contract File



STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

RESIDENTIAL PROGRAM MONITOR
MONTHLY SITE VISIT (CONTACT) LOG

PROGRAM NAME:	<u>Thompson Academy</u>	MONTH:	<u>February</u>	YEAR:	<u>2004</u>
PROVIDER'S NAME:	<u>PSI</u>	CONTRACT NUMBER:	<u>06H01</u>		
MONITOR'S NAME:	<u>Jerry L. Blanton</u>				

Key Codes: Issues Assessed During The Site Visit By DJJ Program Monitor:

Visit Type:	Topic(s) Covered/Reviewed:	
	(Substantive Areas)	(Ancillary Issues)
A. Administrative Review	1. Admission/Orientation	14. Data Integrity Review
B. Meeting	2. Case Management	15. Inventory
C. Monitoring	3. Discipline/Behavior Management	16. Log Review
D. Program Review	4. Education	17. Staff Interview
E. Verification Monitoring	5. Food Service	18. Resident Interview
F. Walkthrough	6. Living Environment	19. Technical Assistance
G. Pre-/Post- Op	7. Management/Administration	20. Transfer Staffing
H. Quality Assurance Related	8. Medical	21. Pre-/Post- Op Follow-up
I. Other	9. Mental Health & Substance Abuse	22. Other
	10. Personnel/Training	
	11. Physical Plant	
	12. Recreation/Leisure	
	13. Safety/Security	

"AV" = "Announced Visit"
"U" = "Unannounced Visit"

Purpose of Visit:

U	AV	Day	Type	Topic	Narrative: (For more detailed information, see formal documentation.) ("Bold" critical issues/concerns.)
	X	3	I	19	Met with facility administration (at their request) to provide technical assistance in creating a weekly activity schedule. As of 3/5/04 there is no documentation to suggest that any changes have been made as a result of that meeting.
	X	4	F	22	Purpose of walkthrough was to observe facility operations. Many problems exist and this info has been provided to facility admin.
	X	6	B, G	21	Meeting in regional office to discuss outstanding items in the pre-op document. All parties agreed that the only items in the pre-op document needing correction would be the bold ones. The end date for pre-op completion would be 2/27/04. As of 3/1/04 they had not made the corrections.
X		13	F	22	U/A site visit conducted because I was on hospital grounds. Problems continue to exist in the following areas: Studio 7 food, maintenance (there is no maintenance person), case management and the level system (included in this is the floor staff and their lack of training re: the behavior management system).
		18	I	22	Court appearance in Bartow, Fl. Transfer of T. Academy resident contested by youth's parents. DJJ prevailed.
X		19	F	22	Walkthrough for purposes of observing facility operations
	X	25	G	21	Mr. Hite provided me some of the pre-op documentation needed

cc: Chief Program Support & Contract File



STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

RESIDENTIAL PROGRAM MONITOR
SITE VISIT WORKSHEET

PROGRAM NAME: <u>Thompson Academy</u>	DATE & TIME: <u>3/23-24/04</u>
PROVIDER'S NAME: <u>Youth Services International</u>	CONTRACT NUMBER: <u>O6H01</u>
POPULATION CAP: <u>80 (112)</u>	CURRENT COUNT: <u>77</u>
STAFFING FTEs: <u>69.5</u>	STAFF VACANCIES: <u>6</u>
STAFF TO CLIENT RATIO MET? <u>YES</u>	NO: <u>X</u>

ISSUES ASSESSED DURING THE SITE VISIT BY DJJ PROGRAM MONITOR:

- | | | | |
|-----------------------------------|---------------|--------------------------------------|---------------|
| 1. SAFETY/SECURITY | <u>X</u> | 7. EDUCATION | <u> </u> |
| 2. PHYSICAL PLANT | <u>X</u> | 8. FOOD SERVICE | <u> </u> |
| 3. LIVING ENVIRONMENT | <u>X</u> | 9. MEDICAL | <u> </u> |
| 4. CASE MANAGEMENT | <u>X</u> | 10. *MENTAL HEALTH & SUBSTANCE ABUSE | <u>X</u> |
| 5. ADMISSION/ORIENTATION | <u> </u> | 11. PERSONNEL/TRAINING | <u>X</u> |
| 6. DISCIPLINE/BEHAVIOR MANAGEMENT | <u>X</u> | 12. RECREATION/LEISURE | <u> </u> |

*May also include a review of areas outlined in the Technical Assistance Guide, entitled "Monitoring/Reviewing Specialized Treatment Services in DJJ Residential & Correctional Facilities" dated April 30, 2002.

FINDINGS:

Please correct those areas identified in RED.

Response Team monitoring reports attached.

DJJ Program Monitor's Name: Jerry L. Blanton

DJJ Program Monitor's Supervisor: Dennis Yeskey

Date: 4/15/04

Phone Number: (561) 616-1569

Region: South Region

cc: Regional Program Monitoring & Contract File



STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

RESIDENTIAL PROGRAM MONITOR
SITE VISIT WORKSHEET

PROGRAM NAME: <u>Thompson Academy</u>	DATE & TIME: <u>3/23-24/04</u>
PROVIDER'S NAME: <u>Youth Services International</u>	CONTRACT NUMBER: <u>06H01</u>
POPULATION CAP: <u>112 (80)</u>	CURRENT COUNT: <u>77</u>
STAFFING FTEs: <u>69.5</u>	STAFF VACANCIES: <u>6</u>
STAFF-TO-CLIENT RATIO MET? YES: <u> </u>	NO: <u>X</u>

ISSUES ASSESSED DURING THE SITE VISIT BY DJJ PROGRAM MONITOR:

- | | | | |
|-----------------------------------|---------------|--------------------------------------|---------------|
| 1. SAFETY/SECURITY | <u>X</u> | 7. EDUCATION | <u> </u> |
| 2. PHYSICAL PLANT | <u>X</u> | 8. FOOD SERVICE | <u> </u> |
| 3. LIVING ENVIRONMENT | <u>X</u> | 9. MEDICAL | <u>X</u> |
| 4. CASE MANAGEMENT | <u>X</u> | 10. *MENTAL HEALTH & SUBSTANCE ABUSE | <u>X</u> |
| 5. ADMISSION/ORIENTATION | <u> </u> | 11. PERSONNEL/TRAINING | <u>X</u> |
| 6. DISCIPLINE/BEHAVIOR MANAGEMENT | <u>X</u> | 12. RECREATION/LEISURE | <u> </u> |

*May also include a review of areas outlined in the Technical Assistance Guide, entitled "Monitoring/Reviewing Specialized Treatment Services in DJJ Residential & Correctional Facilities" dated April 30, 2002.

FINDINGS:

Response Team Monitoring (reports to be attached)

Safety/Security: refer to Feldman report.

Mental Health & Substance Abuse: refer to Popelka report

Discipline/Behavior Management: refer to C. Davis report

Personnel/Training: refer to P. Stillwell report

Physical Plant: refer to G. Porter report

Case Management: refer to B. Manakas report

Living Environment: refer to J. Blanton report

Program Management: refer to J. Blanton report

Medical: refer to L. Friermor

Immediate concerns: Training and Staff/resident ratios are not in compliance



STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

RESIDENTIAL PROGRAM MONITOR
MONTHLY SITE VISIT LOG

PROGRAM NAME:	Thompson Academy	MONTH:	March	YEAR:	2004
PROVIDER'S NAME:	YSI	CONTRACT NUMBER:	06H01		
MONITOR'S NAME:	Jerry L. Blanton				

Key Codes: Issues Assessed During The Site Visit By DJJ Program Monitor:

Visit Type:	Topic(s) Covered/Reviewed:	
A. Administrative Review	1. Admission/Orientation	14. Data Integrity Review
B. Meeting	2. Case Management	15. Inventory
C. Monitoring	3. Discipline/Behavior Management	16. Log Review
D. Program Review	4. Education	17. Staff Interview/Discussion
E. Verification Monitoring	5. Food Service	18. Resident Interview/Discussion
F. Walkthrough	6. Living Environment	19. Technical Assistance
G. Other	7. Management/Administration	20. Transfer Staffing
	8. Medical	21. Other
	9. Mental Health & Substance Abuse	
	10. Personnel/Training	
	11. Physical Plant	
	12. Recreation/Leisure	
	13. Safety/Security	

"AV" = "Announced Visit"
"U" = "Unannounced Visit"

Purpose of Visit:

U	AV	Day	Type	Topic	Narrative: (For more detailed information, see formal documentation.)
X		3	F		Blanton/Yeskey conducted an unannounced visit/walkthrough. Sanitary conditions at the facility were of much concern. Impromptu discussions with both staff and residents confirm this. Staffing issues (enough?) and staff/resident ratio compliance is a continual problem. Exited with program director regarding the above. Admitted to the cleanliness issue but offered excuses.
X		17	F	17, 18	Visited facility because I was on grounds to do transfer at South Pines. Approached by floor staff due to not enough staff hired, staff never knowing if they will be relieved by end of their shift and staff/resident ratio problems. Discussed my concerns with Asst. Facility Dir.
	X	23	C	2, 3, 6, 8, 11	Conducted a two-day Response Team regional review in the areas listed. Report to be completed 4/9/04.
	X	24	C	7, 9, 10, 13	The final day for Response Team monitoring. Significant concerns re: training and staff/resident ratio compliance. Report to be completed 4/9/04.

cc: Chief Program Support & Contract File